

DUTY STATEMENT

Class Title Information Technology Manager II – Chief, Product Branch	Position Number 802-362-1406-001
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COI Classification
 Yes No

Unit

Section

Branch
Product

Division
Medi-Cal Enterprise Systems Modernization

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Under the direction of the Division Chief, the Information Technology (IT) Manager (M) II has full management and oversight responsibility for the Product Branch (PB). The incumbent will plan, organize, lead, and direct the activities of a multi-disciplinary staff responsible for overall stakeholder relationship management and product direction. The incumbent will also own the product roadmap and communicate regularly with senior management, stakeholders and federal and state partners. The incumbent will be responsible for leading product owners, product managers, subject matter experts (SME), business analysts and product designers. This team is responsible for feeding the backlog with detailed user requirements and acceptance criteria and working closely with various scrum teams in the refining and prioritizing of backlog items. The incumbent is responsible for product governance and working closely with Department of Health Care Services (DHCS) leadership and stakeholders in ensuring proper scope is identified and prioritized for all modernization products.

The Medi-Cal program spans across multiple California Health and Human Services (CHHS) departments and the DHCS defines California's Medicaid Enterprise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise. MES projects and systems outside of the department include but are not limited to the California Statewide Automated Welfare System (CalSAWS), State Hub, Case Management, Information and Payrolling System (CMIPS) and the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS).

Supervision Received: Under administrative direction from the Division Chief.

Supervision Exercised: Directly provides leadership and direction to PB staff and oversees consultants assigned to projects and initiatives supporting product work. The ITM II serves as the functional manager over project staff and consultants within PB. The ITM II may be designated as a back-up for other senior managers in their absence.

Domain: IT Business Technology Management, IT Software Engineering, IT System Engineering.

Percent of Time Essential Functions

60% **MES Modernization Product Leadership**

Lead the establishment of the PB by establishing and developing teams responsible for product leadership through the use of Product Managers and Product Owners. Ensure detailed product knowledge is integrated into the teams by distributing SMEs as required. Oversight and leadership of stakeholder management and product requirements gathering. Ensure DHCS enterprise needs are met through detailed coordination with product operations management. Overall responsibility for ensuring backlog development and refinement occurs and that sufficient planning and acceptance requirements are in place for scrum team planning and

commitments. Establish and lead proper product management, analysis and design processes. Provide implementation and change management leadership of design activities and ensure overall MES product vision and direction is communicated, understood and followed. Plan, organize, direct, and evaluate the work of multidisciplinary staff of state and contract employees. Provide the full range of management and supervision of staff to plan, execute and control branch activities necessary to support MES Modernization projects and initiatives. Review and make decisions on complex operational (day-to-day) activities to provide guidance to staff in the performance of their work. Resolve issues and impediments.

35% MES Modernization Leadership

Participate as a member of the MES Modernization senior leadership team to establish the strategic vision and direction for MES Modernization and forecast and implement projects and initiatives necessary to facilitate the effective and efficient delivery of products and services to customers and stakeholders.

Represent the MESMD/PB at executive level meetings to receive and relay information; participate in decision-making and executive level planning to establish and achieve MES Modernization goals. Provide status reports and briefings to the Division Chief and internal and external stakeholders, including State control agencies, and the federal government regarding project status.

Percent of Time Marginal Functions

5% Other Duties

Perform other duties as required.

Employee's signature	Date
Supervisor's signature	Date